

Medsoft.MSWinsockServer.Failures (Troubleshooting)

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Introduction

Describes known failures of WinsockServer and how to handle them.

Refer to [Medsoft.MSWinsockServer.Documentation](#)

Description

1. Firewall blocking Winsock
 1. SYMPTOMS: everything is correctly setup but doesn't work.
 2. SOLUTION: in order to test if this really is the problem, disable the firewall temporally and do the tests to see if Winsock works. Try to check if the firewall has any type of solution that allows you to disable its control over Winsock Server.
2. Antivirus blocking Winsock
 1. SYMPTOMS: everything is configured correctly but it doesn't work.
 2. SOLUTION: in order to test if this is really the problem, disable the antivirus temporarily and do the tests to check if Winsock works. Some antivirus cannot be disabled; in this case, refer to your IT technical support to uninstall it to do a test. Try to verify if the antivires has any sort of configuration that allows you to disable its control over Winsock Server.
3. Premier is not configured to the correct WinsockServer:
 1. SYMPTOMS: everything seems to be working correctly and WinsockServer is running properly, but when you attempt to connect Premier to WinsockServer it doesn't work (green light icon on Premier status bar is off and shows an red X icon).
 2. DESCRIPTION: Premier uses WinsockClient (one for each Premier running) that needs a do WinsockServer (an unique instance running in a unique computer, usually, the same one where Premier database SQL Server is running). Premier and its WinsockClient needs the correct address of this computer where WinsockServer is running (name or IP) to be able to connect and work properly.
 3. SOLUTION: go to Premier/menu Tools/Options/Communicator/Name or IP of the server
4. Premier Winsock Server is not running:
 1. SYMPTOMS: WinsockServer is not running in the server where it should be, usually the same server where Premier SQL Server is running, but not necessarily.
 2. SOLUTION: run WinsockServer on its server; run the program MSWinSockServer.EXE which can be found in ProgramFiles/Gentus/Medsoft.

Comments

5. See also:
 1. [Article in Portuguese](#)